

# Terms of Customer Support Services

## Open-Xchange Packaged Products



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### 1 Subject Matter

This Customer Support Services (CSS) contains the Support offerings available for Open-Xchange Packaged Products from Open-Xchange.

### 2 Definitions

An overview for all mentioned Support specific wordings in this document can be found within the „Support Definitions“ document.

# Customer Support Services

## Open-Xchange Packaged Products



### 3 Support Program Overview

Features	Emergency Support	Basic / Standard Support	Premium / Premium 24/7 Support	Platinum Support + ASE	Platinum Support + DSE
Access to forums, knowledge base and mailinglists	yes	yes	yes	yes	yes
Support Availability	Weekdays 09:00 – 18:00 CET	Weekdays 09:00 – 18:00 CET	Weekdays 09:00 – 18:00 CET Premium 24/7: depending on severity: 365/24/7	Weekdays 09:00 – 18:00 CET	Weekdays 09:00 – 18:00 CET
Term	30 Days From Purchase	1 Year	1 Year	1 Year	1 Year
Minimum Response Time (depending on Severity)	2 hours	4 hours	2 hours	1 hour	1 hour
Minimum Restoration Time (depending on Severity)	24 hours	48 hours	24 hours	12 hours	12 hours
Number of service requests	1	Basic: 5 Standard: 25	Unlimited during validity	Unlimited during validity	Unlimited during validity
Communication channels	E-mail / Phone	E-mail	E-mail / Phone via Call Back	E-mail / Phone	E-mail / Phone
OX Contact Person	Support Desk	Support Desk	Support Desk	Assigned Support Engineer - <b>ASE</b> (Minimum 25% of his or her work hours)	Dedicated Support Engineer - <b>DSE</b> (75% of his or her work hours)
On-site visits	No	No	No	2 full-day on-site visits per year	4 two-day on-site visits per year
Remote Support	No	No	Yes	Yes	Yes
Supported Solutions	OX SE/AE OX for UCS with OXTender	OX SE/AE OX for UCS with OXTender	OX SE/AE OX for UCS in distributed environments  OX AE with OXTender	OX SE OX for UCS in distributed environments with OXTender	OX SE OX for UCS in distributed environments with OXTender
Net price	495,- € / 649,- \$	Basic: 490,- € / 735,- \$ Standard: 1999,- € / 2598,- \$	5999,- € / 7798,- \$  Premium 24/7 only available upon Request	Upon Request	Upon Request

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## Open-Xchange Packaged Products



### 4 SLAs for the Support Services

#### 4.1 Emergency Support (Premium Level)

Severity	Resource assigned and initial response	Time to Restoration	Time to Resolution
1	2 hour	24 hours	5 business days
2	2 hours	5 business days	10 business days
3	24 hours	By Agreement	-
4	1 week	-	-

#### 4.2 Basic / Standard Support

Severity	Resource assigned and initial response	Time to Restoration	Time to Resolution
1	4 hour	48 hours	10 business days
2	4 hours	7 business days	20 business days
3	24 hours	-	-
4	1 week	-	-

#### 4.3 Premium Support

Severity	Resource assigned and initial response	Time to Restoration	Time to Resolution
1	2 hour	24 hours	5 business days
2	2 hours	5 business days	10 business days
3	24 hours	By Agreement	Next Major Release / Service Pack
4	1 week	-	By Agreement

#### 4.4 Platinum Support + ASE/DSE

Severity	Resource assigned and initial response	Time to Restoration	Time to Resolution
1	1 hour	12 hours	5 business days
2	2 hours	3 business days	10 business days
3	24 hours	By Agreement	Next Minor Release / Maintenance Release
4	1 week	-	By Agreement

# Customer Support Services

## Open-Xchange Packaged Products



### 5 Supported Products

Open-Xchange Product	GA	Additional	End of Support
Open-Xchange Server Edition	2008-09-18		
Open-Xchange Appliance Edition	2008-11-05	- Install. Support - Single Server based installations only	2011-02-23
Open-Xchange Advanced Server Edition	2011-02-23	- Install. Support - Single Server based installations only	
Open-Xchange for UCS		Open-Xchange Server for Univention Corporate Server	
OXTender for Mac OS X	2009-05-14		2011-07-27
OXTender for Microsoft Outlook	2008-09-18		2012-01-31
OXTender 2 for Microsoft Outlook	2011-02-07		
OXTender for Business Mobility	2009-09-24		

All Open-Xchange Server components need to be installed on an Operating System that is supported by Open-Xchange. The details on supported Operating Systems and other System Requirements can be found within the product overview.

A valid maintenance subscription for all users on the Open-Xchange system is needed for Customer Support Services.

### 6 OX SE Product specific supported components

#### 6.1 Supported Components

All Open-Xchange Server components used in conjunction with the standard Open-Xchange server and installed on an Operating System that is supported by Open-Xchange. The details on supported Operating Systems and other System Requirements can be found within the product overview.

Supported components in a standard Open-Xchange Server are:

- Login / Logout to the system as User or Administrator
- Functionality of the Open-Xchange Application
- Configuration files of the Open-Xchange Server

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## Open-Xchange Packaged Products



- Setting specific attributes, rights management, notes and links to objects
- All components within the User Interface
- WebDAV usage (Documents)
- Open-Xchange OXtenders
- Installation of the OXtender (for product offerings where Installation Support is not bundled with the product)
- Configuration of the OXtenders
- Synchronization via OXtenders
- Integration into existing infrastructure
  - External or internal Email provider
  - Integration of existing, supported Mailserver

### 6.1.1 Installation Support for OX AE

Open-Xchange Server Appliance Edition contains Installation Support.

The installation support covers the following topics:

- Installation of the Software on supported Hardware
- Creation of one user and login to the application as this user
- Mail configuration for one client (SMTP/IMAP)

### 6.2 Not Supported Components

Not supported components include, but are not limited to:

- Installations based on multiple Servers for OX AE
- Advanced features of UCS in installations based on OX for UCS  
Advanced support for these features can be obtained separately.  
Please contact Open-Xchange sales
- External Clients: MS Outlook, Thunderbird, Evolution, KDE Kontact
- Mobile Device Support
- Mobile Device Client Synchronization using 3rd party or carrier native applications
- Operating System Support:  
SUSE LINUX Enterprise Server, Red Hat Enterprise Linux, Debian

# Customer Support Services

## Open-Xchange Packaged Products



## 7 Fees, Term and Termination

### 7.1 Fees

After one (1) year Open-Xchange is able to increase Customer Support Service Fee to reflect general trend of prices. If increase of the Customer Support Service Fee is more than 10%, customer can terminate the contract.

### 7.2 Term and Termination

The term of the Customer Support Services shall have an initial term of one (1) year and shall remain in force until terminated upon the occurrence of one or more of the following events:

- By either party effective to any anniversary by providing written notice of termination to the other party of at least three (3) months prior to the end of any anniversary date, however, not before the end of the Initial Term.
- By Open-Xchange, if Customer fails to pay the Customer Support Service Fee due to Open-Xchange hereunder, provided written notice of such alleged default has been given to Customer and Customer has not cured such default within ten (10) days after receipt of such notice.
- By either party, if the other party is in default or breach of any material provision of the Customer Support Service Contract, provided written notice of such alleged default has been given to the other party and such party has not cured such default within fourteen (14) days after receipt of such notice.

### 7.3 Packaged and SaaS Products

Support for Packaged Products can be purchased through an Open-Xchange Partner, or directly from Open-Xchange (see „Contact Details“).

After purchase, licensee will be provided with a Support Key via email.

## 8 Purchase Order

**Please send Purchase Order to:**

**Open-Xchange GmbH**, Martinstr. 41, 57462 Olpe

**Via Fax:** +49 2761 83 85-30

Phone: +49 2761 83 85-0

Email: [info@open-xchange.com](mailto:info@open-xchange.com)

# Terms of Customer Support Services

## Open-Xchange Packaged Products



### 8.1 Customer Data

**Support Level** (please check):

Emergency Ticket ( ) Standard Support ( ) Basic Support ( )

Company: \_\_\_\_\_

Customer ID (if available): \_\_\_\_\_

Maintenance Key: \_\_\_\_\_

Tax-Identification-No: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

Fax: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

City / Date / Signature: \_\_\_\_\_

### 8.2 Partner Data

Company: \_\_\_\_\_

Tax-Identification-No: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

Fax: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

City / Date / Signature: \_\_\_\_\_